



Midvale Telephone Exchange, Incorporated

Arizona Corporation Commission

Tariff Number 2

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AZ CORP COMMISSION  
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## IV. LIFELINE

## A. GENERAL

Applicable to qualifying low-income subscribers to single party residential service of the Company.

## B. RATES

1. Baseline Lifeline is a reduction or credit in the local service charges normally paid by qualifying low-income consumers. The reduction to the normal residential one-party rates are as follows:

<u>Residential Access Lines</u>	<u>Monthly Credit or Discount</u>	
Federal Baseline Lifeline Reduction	\$6.50	(c)
Federally funded reduction in local rate	1.75	
State Matching Local Rate Reduction	\$6.50	(c)
Federal Matching of State Reduction	1.75	

These reductions or credits are from the normal residential one-party service subscribed to by the consumer. The Federal baseline lifeline reduction shall be used to waive the consumer's Federal End-User Common Line Charge or Subscriber Line Charge. In no case will the discount exceed the rate charged for the service subscribed to by each individual.

2. The following services are included:

- a. Single party, voice grade access to the Public Switched Network
- b. Access to emergency services
- c. Access to operator services
- d. Access to interexchange services, unless toll blocking is chosen
- e. Access to directory assistance
- f. Toll Blocking

Issued August 19, 2005

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Decision 67941

Issued by Midvale Telephone Exchange, Incorporated

By: Karen J. Ellison

Title: Customer Operations

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#### IV. LIFELINE, CONTINUED

##### C. ELIGIBILITY REQUIREMENTS

1. An applicant must meet all of the following criteria in order to qualify for Lifeline Service<sup>1</sup>:
  - a. The consumer may qualify by either participation in one of the following programs or by certifying that their household is at or below 150% of the federal poverty level:
    - 1) Medicaid
    - 2) Food stamps
    - 3) Supplemental Security Income (SSI)
    - 4) Federal public housing assistance
    - 5) Low income Home Energy Assistance Program
    - 6) Temporary Assistance for Needy Families (TANF) (c)
    - 7) National School Lunch Free Lunch Program (c)
    - 8) Arizona's Kids Care program (c)
  - b. The customer must sign under penalty of perjury, a document certifying:
    - 1) The specific program s/he is receiving benefits from, and/or that s/he has household income that is at or below 150% of the Federal Poverty Guidelines. (c)
    - 2) That s/he will notify the company if s/he no longer participates in the program identified, or if their household income increases above 150% of the Federal Poverty Guidelines. (c)

<sup>1</sup> Low income customers who qualify under Arizona Low Income Telephone Assistance Program (ALITAP) will receive the federal baseline support amount of \$6.50 plus the additional \$1.75 in federal Lifeline support. ALITAP customers are also eligible to receive matching federal Lifeline support in an amount equal to one-half of the amount of the state support. For example, if the 17% discount in local service charges contributed by the state equaled \$2.00, the matching federal Lifeline support amount would equal \$1.00. Under this example, a total of \$6.25 in federal Lifeline support would be available to ALITAP customers. State support under A.R.S. § 46.703 would be in addition to this amount.

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#### IV. LIFELINE, CONTINUED

##### C. ELIGIBILITY REQUIREMENTS, CONTINUED

- c. The customer must provide documentation of their qualification for the service that can take the form of any one of the following: (c)
    - 1) Prior year's state, federal or tribal tax return
    - 2) Current income statements from an employer or paycheck stub
    - 3) A social security statement of benefits
    - 4) A veterans Administration statement of benefits
    - 5) A retirement/pension statement of benefits
    - 6) An unemployment or Workers Compensation statement of benefits
    - 7) Bureau of Indian Affairs (BIA) general assistance program
    - 8) A divorce decree or child support document (c)
  - d. If documentation is anything other than a federal tax return, customers will be required to present three consecutive month's of the alternate supporting documentation selected that is within the most recent twelve consecutive months.
  - e. The customer must be recertified annually by the appropriate state agency. The company reserves the right to periodically verify a customer's eligibility with the appropriate State Agency. (c)
  - f. The premises at which the residential service is requested is the applicant's principal place of residence.
  - g. There is only one telephone line serving the residential premises eligible for the credit. The residential premises shall consist of that portion of an individual house or building or one flat or apartment occupied by a single family or individuals functioning as one domestic unit.
2. Lifeline will not be furnished on a Foreign Exchange (FX) basis.
- 1. Lifeline service shall not be disconnected for non-payment of toll charges.

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#### **IV. LIFELINE, CONTINUED**

##### **C. ELIGIBILITY REQUIREMENTS, CONTINUED**

2. If the consumer chooses "toll blocking", the company will not charge a service deposit. No toll blocking charges will be assessed to Lifeline subscribers.
3. Partial payments from subscribers will first be applied to local service charges and then to any outstanding toll charges.

##### **D. REGULATIONS**

1. The Telephone Assistance Program credit will begin with the next billing cycle following the date the Company receives notification of customer qualification.
2. The regular service connection charge, move and change charge, and regulations applicable to the service offerings specified in the tariff will apply. The service connection charge and move and change charge to change to or from this program due to eligibility status will be waived.
3. The lifeline credit will be subject to the following restrictions:
  - a. Applicant must be head of household or person whose name the property or rental agreement resides.
  - b. Lifeline credit will only be provided to the applicant's principle residence.
  - c. The credit will only be applicable for one single residential access line.
4. The Company will offer Lifeline assistance only during such periods as reimbursement of the discount is available to the Company from Federal and/or State revenue sources.

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#### IV. LIFELINE, CONTINUED

##### E. REGULATIONS, CONTINUED

5. The Company shall use reasonable efforts to (1) safeguard personal information provided by a customer in a connection with an application for the Company's Link-Up America and/or Lifeline Assistance programs; and (2) properly determine a customer's eligibility to participate in the Company's Link-Up America and/or Lifeline Assistance programs. The Company shall not be liable to a customer for any damages (actual, consequential or punitive) arising as a result of (a) the Company's unintentional or accidental disclosure to a third party of a customer's personal information provided in connection with an application for the Company's Link-Up America and/or Lifeline Assistance programs; or (b) the Company's erroneous determination regarding a customer's eligibility or ineligibility to participate in the Company's Link-Up America and/or Lifeline Assistance programs. In the event the Company erroneously denies a customer's application to participate in the Company's Lifeline Assistance program, the customer shall be entitled to a bill credit equal to the amount of the monthly discount applied from the date of the customer's application through the date of actual enrollment in the Lifeline Assistance program.

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## V. LINK UP

### A. GENERAL

Applicable to all residential customers of the Company who apply for basic residential service, and meet the eligibility requirements detailed below.

### B. DESCRIPTION

Link Up consists of a 50% discount, up to a maximum of \$30 for new service connection charges to connect the customer to the local telephone network. Discount may not be taken on service order or connection charges that pertain to deregulated services such as inside wiring or terminating equipment.

In addition, the customer may defer payment on up to \$200 of connection charges without interest for a period not to exceed one year. The deferred charges shall be paid in equal monthly portions over the deferral period. If any payments are delayed, interest shall accrue from that date forward.

### C. ELIGIBILITY REQUIREMENTS

1. An applicant must meet all of the following criteria in order to qualify for Link Up.
  - a. The applicant must meet the same eligibility requirements that apply under IV. Lifeline Eligibility Requirements (above).
  - b. The customer must sign under penalty of perjury, a document certifying:
    1. S/he is receiving benefits from one of the programs listed and/or that the customer's household income is at or below 150% of the Federal Poverty Level. (c)

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